



# Property Manager Recycling Services Kit

## Dear Multifamily Property Owner and Manager,

Under new Oakland Recycles services effective July 1, 2015, all Oakland residents will have access to trash, compost and recycling service.

Your participation is an essential component of reaching Oakland's Zero Waste goal to divert all recyclable and compostable materials from landfills.

Oakland Recycles team is here to help you and your residents meet this goal. Oakland Recycles is a collaboration between the City of Oakland, California Waste Solutions and Waste Management of Alameda County, Inc. ("Waste Management"). Our commitment to you is to provide the services and information you need to recycle right. Recycling right is how we are all making a difference for a cleaner, greener Oakland and more livable neighborhoods.

## HELP IS AVAILABLE

**On-Site Service Evaluation and Right Sizing:** Let a trained professional evaluate your current trash, compost and recycling service to determine if you need to adjust container size, pick-up frequency or container locations to maximize resident participation. Oakland Recycles ambassadors are a phone call away at 510-613-2888.

**Free Property Manager Tool Kit:** These helpful tools provide you with resources to set up your building and residents to recycle right.

**Free Resident Tool Kit:** Food scraps kitchen pails, recycling totes, Apartment & Condominium Recycling Program Guide, and "what goes where" posters are designed to help your residents recycle right.

## OAKLANDERS RECYCLE RIGHT!

Together, we will achieve Oakland's goal to reduce recyclable and compostable materials in our landfills and create a cleaner community for all residents.

We're here to help.

Sincerely,

Oakland Recycles

## NEW SERVICES

**Compost Collection:** Every building will have a green compost cart and unlimited compost collection service.

**Bulky Pickup for All Units:** Each unit is eligible for 1.5 cubic yards of bulky item collection, plus recyclable items, a year. Depending on the size of your building, residents can schedule directly or you can arrange for special clean-up events by calling Waste Management at 510-613-8710.

**Free Bulky Drop Off:** Four times a year on the first Saturday in August, November, February and May, you and your residents can drop off bulky items (furniture, mattresses, appliances and auto tires) at the Davis Street Transfer Station in San Leandro.



YOUR RECYCLING TEAM

WASTE MANAGEMENT  
CALIFORNIA WASTE SOLUTIONS



# Easy Steps to a Successful Recycling Program

To engage residents in compost and recycling, implement at least 3 items below.

- Schedule a visit with an Oakland Recycles representative to evaluate your property's trash, compost and recycling volume. If needed, request service changes based on the results. This can include requesting additional containers, changing container size, or moving container locations. Call Oakland Recycles ambassadors at 510-613-2888 to schedule or submit a request at [www.ebhra.com/zerowaste](http://www.ebhra.com/zerowaste).
- Place outdoor trash, compost and recycle containers together. This makes it easy for residents to sort materials into the proper container.
- Request new container decals if they are missing or damaged. Call 510-613-2888 to request.
- Provide all residents with Apartment & Condominium Recycling Program Guide. Order additional copies from [www.oaklandrecycles.com](http://www.oaklandrecycles.com) or [www.ebrha.com/zerowaste](http://www.ebrha.com/zerowaste). You may also print from these websites.
- Provide residents with a free recycle caddy and kitchen pail to store and carry their recyclables and compostables to the central containers. Order free caddies and pails from [www.oaklandrecycles.com](http://www.oaklandrecycles.com) or [www.ebrha.com/zerowaste](http://www.ebrha.com/zerowaste) (while supplies last).
- Distribute Move In/Move Out Resources letter to all residents to let them know about ways to recycle more, and where to donate reusable items such as books, clothing, housewares, and electronics. Download letter in English, Spanish, Chinese or Vietnamese [www.oaklandrecycles.com](http://www.oaklandrecycles.com) or [www.ebrha.com/zerowaste](http://www.ebrha.com/zerowaste).
- Ask residents to sign a pledge to recycle and compost right! Consider posting copies of signed pledges in a common area such as the mail room or laundry room so that all residents can be reminded of their commitment to Recycle Right to saving resources and reducing compostable and recyclable materials in landfills. Download a sample Resident Recycling Pledge at [www.oaklandrecycles.com](http://www.oaklandrecycles.com) or [www.ebrha.com/zerowaste](http://www.ebrha.com/zerowaste).
- Send newsletter announcements to share information and resources about the property's recycling program to residents. You can also use newsletter announcements to explain what to do with difficult-to-recycle items. Check out examples at [www.oaklandrecycles.com](http://www.oaklandrecycles.com) or [www.ebrha.com/zerowaste](http://www.ebrha.com/zerowaste).
- Hang "What Goes Where" Posters in common areas or wherever indoor or outdoor containers are located. Download or order printed copies at [www.oaklandrecycles.com](http://www.oaklandrecycles.com) or [www.ebrha.com/zerowaste](http://www.ebrha.com/zerowaste).
- Host a fun community event, barbecue, or picnic to introduce your residents to the new Oakland Recycles Zero Waste services. Invite an Oakland Recycles Ambassador to be present. Call 510-613-2888 to schedule a presentation.





# Free Tools & Resources for Residents & You

## RESIDENTS



Kitchen Pail



Recycling Brochure in English, Spanish, Chinese or Vietnamese



Recycle Caddy



"What-Goes-Where" Poster



New Bulky Collection Program

## OWNER/PROPERTY MANAGER



Property Owner / Manager Tool Kit



Request Onsite Service Evaluation



Free Motor Oil Recycling Kit



Compost Collection Carts Arrive in June



Ambassadors to Assist with Resident Outreach



Download & Customize Resident Communications



# Container Size & Type Options

1 cubic yard equals 200 gallons.



\*Note: Wheels standard on 1 yard – 4 yard containers.

# Collection & Service Fees

## MONTHLY COLLECTION RATES

The goal of Oakland Recycles services is to maximize the collection of recyclables and compostables to save resources and reduce waste going to our landfills. This reflects the City's Zero Waste goal and the Mandatory Recycling Ordinance adopted by StopWaste, the Alameda County Waste Management Authority. The new Collection Rates for multifamily properties include:

- Minimum 20-Gallon Trash Collection Per Unit – Reduced from the previous 32-gallon service requirement.
- Mandatory Compost Collection – Unlimited compost collection is included in the trash rate. Buildings with 5 to 13 units receive one 32-gallon green compost cart and buildings with 14 units or more receive a 64-gallon cart. If residents generate more material, additional compost carts can be provided at no additional charge.
- Mandatory Recycle Collection - There is \$9.20/unit charge per month to provide recycling collection services.

### 2015 Monthly Trash Collection Rate Table: Includes Unlimited Compost ("Organics") Collection

20 Gallon	32 Gallon	64 Gallon	96 Gallon	1 Cubic Yrd
\$21.78	\$35.46	\$70.39	\$105.38	\$215.62

**Weekly Recycle Collection:** Add \$9.20 per unit per month

For a complete list of containers and rates, visit [OaklandRecycles.com](http://OaklandRecycles.com)

## PREMIUM BACKYARD SERVICE

All buildings with cart service (Trash, Compost and Recycle) are required to place carts at the curb by 6 am, the day of service. If you prefer to have the carts collected from an enclosure, garage, side- or backyard, an additional fee will be applied for each cart.

### Trash / Compost Cart 2015 Backyard Monthly Service Fees

Cart Size	1x/week	2x/week	3x/week	4x/week	5x/week	6x/week
20-96 gal.	\$27.83	\$55.66	\$83.49	\$111.32	\$139.15	\$166.98

### Recycling Cart Backyard Monthly Service Fees

Cart Size	1x/week
20-96 gal.	\$27.85

## 2015 BIN PUSH SERVICE FEE

Trash, Compost and Recycle bins kept in an enclosure or some other area that requires them to be physically moved for servicing will be charged a push fee at the rates listed below. If you don't wish to receive this service, move the bins to an accessible location by 6am on the day of service.

### Trash / Compost Bin Push Rate (per Bin per Occurrence)

0-25 Ft = \$183.19      26-50 Ft = \$371.47      51-75 Ft = \$559.75  
76-100 Ft \$742.94      100+ Ft = \$931.22

### Recycling Bin Push Rate (per Bin per Occurrence)

0 – 25 ft = \$152.68      26-50 ft = \$309.60      51 – 75 ft = \$466.53  
76 – 100 ft = \$619.21      100+ ft = \$776.13

## Trash Collection Service Calculation

Multifamily buildings are required to subscribe to no less than the minimum weekly Trash service of 20-gallons per unit. Visit [www.EBRHA.com/zerowaste](http://www.EBRHA.com/zerowaste) to view a Sample Minimum Trash Container Combinations table that shows the charges for combinations of Trash containers that meet minimum required weekly Trash service, as well as the monthly charges for the required Recycling service, and total charges for all services.

### Calculating Minimum Required Weekly Trash Service for Your Building:

1. Multiply the number of units in the building by twenty (20) gallons.
2. Round the total number of gallons down or up to the nearest 100 gallons. Examples: Round 240 gallons down to 200 gallons; Round 250 gallons up to 300 gallons.
3. Select a combination of carts or bins in which the total number of gallons is equal to (or greater than) your rounded number. NOTE: One (1) cubic yard equals 200 gallons.

### NOTE:

- Overage Charges may be assessed if Trash does not fit in the Trash container(s) you choose. Contamination Charges may be assessed if Compost or Recycling containers are used for Trash. You must subscribe to adequate Trash service. Evaluate your residents' Trash, Compost and Recycling usage when selecting Trash containers, regardless of required minimum service.
- You may order any number of Compost and Recycling containers to meet your needs, at no additional cost.

## CONTAMINATION FEE

The Contamination Fee may be applied when the service providers find the wrong materials in your compost or recycle carts. See chart for details.

Incident	Pickup	Result
1-2	NO	Warning
3	YES	\$25*
4+	YES	\$50**

\*Action taken if 3rd incident is within six months of the 1st incident

\*\*Action taken if 4+ incident is within six months of the 3rd incident



# Free Bulky Collection

Every multifamily property and its residents are eligible for **FREE** Bulky collection services. The program is designed to advance Oakland Zero Waste goals by minimizing recyclable and compostable materials in landfills, reducing illegal dumping and creating a greener, cleaner community.

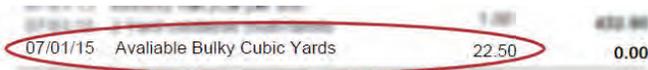
Every multifamily building may receive 1.5 cubic yards of free bulky item collection per unit annually. Items eligible for this service include furniture, large boxes and the items listed to the right: →

For example a 15 unit building is eligible for 22.5 cubic yards of bulky material collection per year along with the additional appliance, electronics, tires, mattresses and carpets permitted per pickup.

one (1) large appliance;  
two (2) TV/monitors;  
two (2) tires;  
two (2) mattresses or box springs;  
two (2) carpets;

Unlimited consumer electronics, metal objects, bundled cardboard and untreated wood and bagged yard trimmings, per set out.

### Tracking Usage:



Beginning July 1, 2015 your billing statement will reflect your building's eligible allotment for bulky pickup, as measured in cubic yards. Your annual allotment will be calculated with this formula: **1.5 cubic yards X the Number of Units = Total Yards Per Year**. As this program is launching with six months left in 2015, you will be eligible for half that total allotment between now and the end of 2015.

With each Bulky Collection the allotment will decrease by the volume collected, and the remaining balance will be reported on the next bill. NOTE: If residents exceed the 1.5 cubic yard set out, the actual cubic yards of materials collected will be deducted from the total allotment. Once you've used your full allotment, you will be subject to Overage Charges for additional materials.

### Overage Charges:

Materials that exceed the total allotment (1.5 cubic yard x total # of units) are subject to a \$50.89 per cubic yard charge.

### Schedule Your Collection:

The goal of the multifamily Bulky Program is to provide every Oakland resident the ability to dispose of bulky items from the convenience of their homes. As the responsible billing party, property owners and managers have three options for facilitating this service:

#### 1. Curbside Collection

- Schedule collection at the curb for your resident(s) as requested.
- Recommended for buildings with easy curbside access and 20 units or fewer.

#### 2. Debris Box Collection

- Schedule collection for the building by requesting a debris box.
- Request a site visit for box placement and collection requirements.
- Promote event to maximize participation.
- Recommended for buildings with 15 or more units.

#### 3. Resident Self-Schedule

- Submit a waiver to permit resident scheduling. Recommended for buildings 5 to 14 units without on-site property managers.

To schedule or order online, visit [OaklandRecycles.com](http://OaklandRecycles.com) or call 510-613-8710.

### Curbside Set Out Requirements:

- Up to 1.5 cubic yards of trash per unit – equivalent of 3x3x4.5 feet area or about ten 32-gallon bags.
- Place items curbside by 6am and no earlier than one (1) day before scheduled pickup date.
- Early or late set-outs could be considered illegal dumping and subject to City fines.
- Each Bulky appointment will receive confirmation and set out instructions.
- No Hazardous Waste, Bagged Items over 75 Pounds or Rocks, Dirt or Concrete.



Take hazardous materials to Household Hazardous Waste facility.

[www.StopWaste.org/hhw](http://www.StopWaste.org/hhw) - 800-606-6606

# Free Bulky Collection & Holiday Tree Services

## Pay-as-You-Go Pick Up:

Property owners/managers and residents may schedule additional Bulky Pickups on a "Pay-As-You-Go" basis. The same material and set out requirements apply as the free Bulky Pickup (see reverse side). Residents must provide a credit card to schedule the appointment. The fee is \$101.77 per appointment.

CALL 510-613-8710 to schedule an appointment. Service will be provided within two weeks of your call.

Download a Customizable Bulky Program Flyer for Your Residents at [OaklandRecycles.com](http://OaklandRecycles.com) or [EBRHA.com/zerowaste](http://EBRHA.com/zerowaste).

## Free Bulky Drop Off:

Four times a year, on the first Saturday in February, May, August and November, Oakland residents may drop off bulky materials for FREE, 10 am - 2 pm, at the Davis Street Transfer Station (2615 Davis Street, San Leandro) with proof of residency (driver's license or utility bill).

Maximum materials allowed per residence:

- two (2) furniture
- two (2) large appliances
- unlimited electronics
- Four (4) Mattresses and
- Four (4) passenger auto Tires with or without rims.
- *No Trash or Commercial Deliveries.*



## Free Holiday Tree Collection:

Holiday tree collection is part of the new Compost collection service. Residents may place their trees curbside during the first two weeks of January. For buildings with 100 or more units, you may request a free bin onsite for tree collection.

- No "snow" flocking, stands or decorations.
- Trees must be cut to less than 4' tall.

Call 510-613-8710 to schedule a 20 cubic yard roll off box for tree collection.



# Waiver Granting Tenants Permission to Schedule Bulky Pickup Directly with Waste Management of Alameda County, Inc.

I authorize Waste Management of Alameda County, Inc. ("WMAC") to accept requests for Bulky Curbside Collection services from my tenants on my behalf. My tenants have my permission to call WMAC directly to schedule the pickup of 1.5 cubic yards of materials (bagged, boxed or bundled) along with one (1) large appliance, two (2) TVs/Monitors, two (2) tires, two (2) mattresses or box springs, and two (2) carpets as well as consumer electronics, metal objects, bundled cardboard and untreated wood and bagged yard trimmings, per unit set out.

If a resident exceeds the set out limit described above, I understand that the overage will be deducted from the building's total annual Curbside allotment (number of units in the building X 1.5 cubic yards). In the event, a scheduled setout exceeds the Curbside allotment balance; I agree to pay the overage charge of \$50.89 per cubic yard.

WMAC will report the balance of the building's Curbside allotment on my invoice. WMAC will notify tenants when the Curbside allotment is exhausted, advising them of the "Pay as You Go Pick Up" program and the quarterly free drop offs at the Davis Street Transfer Station.

I may terminate this agreement at any time, but will be liable for any outstanding overages charges.

ACCOUNT NUMBER: \_\_\_\_\_

OAKLAND SERVICE ADDRESS: \_\_\_\_\_

BILLING ADDRESS: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

NAME: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_

Return Form to:

Waste Management

172 98th Avenue

Oakland, CA 94603

ATTN: Oakland Bulky MFD Waiver